

2008 Army Family Action Plan Issues
Fort Gordon

Issue 0801: Lower Speed Limit Near DDEAMC and Boardman Lake Road

Scope: Left turn from Boardman Lake Road is almost impossible to do during peak traffic hours, 0600-0900 and 1600-1800. Traffic coming from gate 1 is moving at 40 mph and is hard to see due to the curve and slope in the road.

Workgroup Recommendation: Install flashing caution light; change speed limit to 25 mph; extend traffic cones at gate 1 during peak times.

Issue 0802: DDEAMC Immunization Clinic

Scope: The Immunization Clinic needs to change their process. After a 20 minute scheduled well-baby appointment, I was directed to get in line for shots for the baby at the walk-in clinic. This wait lasted an average of 10 minutes per person in front of me. I waited for almost two hours. Immunization Clinic is incredibly inefficient and frustrating to patients.

Workgroup Recommendation: Create a larger, fully-staffed clinic able to review upcoming appointments to anticipate staff work loads. Immediately hire an LPN to provide immunizations to patients in their treatment rooms during scheduled appointments. This relieves some of the workload from the currently understaffed immunization clinic.

Issue 0803: Selection of Military Uniforms

Scope: Availability of uniform items for other than Army is inadequate at Military Clothing and Sales Store. Many uniform items are unavailable, the selection of sizes is lacking and the clothing and sales facility is too small. It is difficult for Service Members to acquire necessary items mandated by branch components with inadequate facilities to house the stock necessary to meet demand. Service Members are forced to purchase their items on-line or travel long distances to purchase in person.

Workgroup Recommendation: Conduct a post-wide survey to determine uniform needs to include all services on post. If the facility is not large enough, find another location or possibly expand the existing one.

Issue 0804: Tuition Costs for Family Members

Scope: It is difficult for military children to select a school in the state where the sponsor is currently stationed; particularly if "home" is on another coast.

Workgroup Recommendation: Offer in-state tuition rates for all family members regardless of where the service member lives or works. Expand waiver for state residency.

Issue 0805: Extend Hours at ID Card Facility

Scope: PSDR will not change the Family dynamics need for ID cards at hours conducive to school and work schedules.

Workgroup Recommendation: Extend hours to 1900 one day a week. This will give Soldier and their family time to come after work and/or school. Advertise the new hours so that people know the new day and time and let Service Members know that they can come by the office before work and sign the application for their Family Members. Allow the Reserve Center ID service to process ID cards on the weekends.

Issue 0806: Emergency Childcare at DDEAMC

Scope: Many emergency medical facilities, including DDEAMC, lack on site childcare for Family Members to use during emergency situations. The hospital staff prefers that no additional children be brought into the Emergency Room. It is unsafe for minimally supervised children to be in treatment areas; they are clearly exposed to germs and could accidentally be exposed to bio hazards. The medical staff is distracted by additional children in the treatment areas and the attention given to the additional children may extend the duration of the medical visit.

Workgroup Recommendation: The military medical treatment facilities should have permanent on-site childcare and staff available 24 hours for routine and urgent care. Portsmouth Naval Hospital already implemented a permanent short term alternative childcare site on an appointment basis. In the interim, the ER staff should post the information for 24 hour Family Childcare Point of Contact. The installation needs to advertise this service and publish the request process which may involve the on-call capability of the IOC. Effective immediately, all dependents should be registered with Child and Youth Services during routine in-processing of the Service Member or when a newborn is entered in DEERS.

Issue 0807: Possible Assistance for Widowed Mother of Soldier

Scope: My father passed away before I joined the Army. My mother was left with a home payment higher than she can afford. This payment usually comes from me, but my contributions to her do not equal 70% so I am not able to declare her as a dependent.

Workgroup Recommendation: Soldier should look into having mother declared as a dependent. Soldier should talk with DEERS on the process.

Issue 0808: Phasing Process in AIT/IET Units

Scope: The phasing process needs adjustment.

Workgroup Recommendation: Not enough information to develop this issue.

Recommend issue be considered *Unattainable*.

Issue 0809: Cleaning Supplies in Barracks

Scope: More often than not, Soldiers run out of cleaning items necessary to meet the hygiene requirements.

Workgroup Recommendation: Floor/building coordinator be responsible to check on supply level and that the policy be reviewed.

Issue 0810: Health Care Plan for Reservists

Scope: There should be a health care plan for Reservists (not activated) that at least partially helps with healthcare costs. Without a plan Reservists and their Families may have an increased financial burden and/or inadequate or no coverage.

Workgroup Recommendation: Establish a healthcare plan that Reservists and their dependents could opt into which would cover the time a Service Member is not activated. Ideally the plan would be under the TRICARE umbrella to provide continuity of care and promote readiness. Service Members should have this option from beginning to end of service.

Research: Existing DA Issue 122; Active status. Issue first entered AFAP Process in 1988. Last review and update by the General Officer Steering Committee (GOSC) was 8 Feb 07.

Issue 0811: Weapons Training

Scope: Not enough time is spent with weapons training. We should go back to “old” Army training instead of the “new” Army way of doing things. Drill Sergeants are too lenient.

Workgroup Recommendation: Continue with current policy. Basic training supplies necessary training. AIT provides weapons training, carrying weapons during daily activities, capstone, convoy/live fire exercises.

Issue 0812: Field Training and Equipment

Scope: More activities are needed at the FOB; and more MOS training.

Workgroup Recommendation: Buy more books and better equipment. Schedule fewer Soldiers in each class.

Issue 0813: Living in the Barracks

Scope: Overcrowding, no supplies, broken washers and dryers, clogged pipes in the barracks.

Workgroup Recommendation: Recommend regular maintenance with contracted company-appliance manufacturer/service company. Permanent party should move out of the barracks to ease the over-crowding.

Issue 0814: Personal Time for AIT Soldiers

Scope: Find an easier way to put out information; for example, install a PA system so information could be spread without the time wasted in formation. Mail call is too long.

Workgroup Recommendation: Formations are necessary for accountability and military structure. Soldiers in AIT are not on their time, they are on the Army's time.

Issue 0815: AIT Improvements

Scope:

Workgroup Recommendation: Improve living quarters; raise the pay grades; change phase structure to Black/Gold; working laundry facilities will save time for all Soldiers; give driving privileges to those staying on base longer than 15 weeks; TRADOC could offer an AKO class to make it more accessible.

Issue 0816: AIT Study Halls

Scope: Some kind of study hall time that we can have on a set schedule. An example is instead of cleaning for two hours before we go to class, we can be marched to the library or study room to study notes for school.

Workgroup Recommendation: Students should advise commanders/platoon sergeants if help or assistance is needed.

Issues 0817, 0818, 0824: Laptops/Computer Access for AIT Soldiers

Scope: More efficient use of Soldiers' time and an increase in readiness would be the result if free on-line access was made available in the company areas and the ban on personal laptops was lifted.

Workgroup Recommendation: According to Subject Matter Expert the ban on laptops is being lifted. Consensus of workgroup is that DMWR should install WiFi in IET Center. This will alleviate congestion on computers.

Issue 0819: Battle Buddy System

Scope: I don't think that it should be a big deal about fraternizing and the battle buddy system. I believe that both a male and a female should be able to walk together to chow because there are situations to where you can't find another person to walk with so we shouldn't get in trouble for it.

Workgroup Recommendations: Do not change the policy, it is necessary for the Soldiers' safety in preparation for deployment.

Issue 0820: Overcrowding in Barracks

Scope: There should be fewer people to a room (8) so that if one person gets sick not as many people would be in an enclosed area with them.

Workgroup Recommendation: Current situations with influx/surge of Soldiers is creating the overcrowding challenge. Installation is aware of the problems and working on resolution to relieve congestion.

Issue 0821: Personnel Paperwork

Scope: Bonus paperwork either gets lost or isn't filed properly.

Workgroup Recommendation: Not enough information to develop issue. Recommend status as *Unattainable*.

Issue 0822: Housing on Post

Scope: There is not always housing available off-post that is close enough for you to be able to get to and from work in a timely matter.

Recommendation: More apartments on-post for married couples without children, and for married couples with one child.

Workgroup Recommendation: Workgroup changed the entire Scope of this issue and turned it into a rant about asbestos, leaking pipes, etc. Not the intent of the original issue.

Issue 0823: Non-Uniformity of Phasing

Scope: TRADOC should dismiss the phasing process due to non-uniformity of phasing procedures between installation and companies of the same battalion on installations. Platoon Sergeants need to comply with time requirements and TRADOC phasing regulations and not "do their own thing."

Workgroup Recommendation: Commanders, Platoon Sergeants review policy with students. Make sure current policy is enforced. Review on case-by-case basis if situation arises.

Issue 0825: Mass Punishment

Scope: Mass punishment is ineffective because peer pressure is not allowed in today's Army. Peer pressure is considered harassment. A change that would be more effective would be singling out individuals and punishing them.

Workgroup Recommendation: Mass punishment is an effective tool when used wisely. It aids in teambuilding and unit cohesion.

Issue 0826: Equitable Benefits Regardless of Status

Scope: If you are National Guard or Reserve, you should be able to receive the same benefits as Active Duty. Joining any branch of military we should be entitled to all benefits.

Workgroup Recommendation: National Guard and Reserve need to be informed of their benefits by their unit leadership.

Issue 0827: Same Day Appointments at EENT

Scope: While home during the holidays, I broke one of the lenses in my eyeglasses. TRICARE would not assist me, stating that it was not an emergency. Even though I was unable to see, I was told I'd have to wait until I returned to my duty station and medical treatment facility, or purchase my own. Upon return to Fort Gordon, I contacted the EENT Clinic at DDEAMC. I explained what happened and they gave me an appointment date five weeks later. I explained that I am an AIT Soldier and in class and asked if there were any same day or emergency appointments. The answer was no, and I was told that I would have to wait just like everyone else.

Workgroup Recommendation: We did not think this was an issue because there are already same day appointments in place. All Soldiers in training are issued two pairs of glasses, this Soldier failed to properly prepare himself or have his glasses on hand. All Service Members and Family Members should be made aware that appointments can be made on-line on the TRICARE website.

Issue 0828: Phase Badges

Scope:

Recommendation: Phase badges should be based upon how long you're in training.

Workgroup Recommendation: Not enough information to develop issue. Recommend issue status be *Unattainable*.

Issue 0829: Washers and Dryers in Barracks

Scope: The washers and dryers in the barracks are frequently inoperable. Soldiers are having to spend most of their Saturdays at the Laundromat on post. It takes up free time and costs money.

Workgroup Recommendation: Install new industrial machines in the barracks. Add additional machines and/or no cost laundry facilities. While improvements are underway, provide mobile laundry facilities as temporary solution, e. g., laundry trailer.

Issue 0830: Military Star Card

Scope: Unable to use Military Star Card at Commissary.

Workgroup Recommendation: Two differently funded programs; recommend status *Unattainable*.

Issue 0831: Pharmacy Priority

Scope: During lunch time when I have gone in to pick up a prescription at the pharmacy located in the Main Exchange, I have had to spend 30-60 minutes waiting in line to get my prescription. This takes up most of or all of the lunch time that I am allowed.

Workgroup Recommendation: Increase staffing during peak hours; expand the pharmacy; identify an alternate pick-up location for military to pick-up refills.

Issue 0832: Same Gender Sexual Harassment

Scope: Sexual harassment by the opposite gender is taken seriously. Same gender harassment is ignored, especially between two females.

Workgroup Recommendation: More training for Service Members and their dependents; annual, mandatory *don't ask don't tell training*.

Issue 0833: Hours of Operation

Scope: For those personnel who work an overnight shift and get off of work at 0700, it is annoying that the PX, commissary, library, pharmacy, etc. do not open until 0900 or later. Keeping those who are already tired from working an overnight shift awake unnecessarily is not only an inconvenience for the individual involved, it is also potentially dangerous for others as this person may not be as alert as he drives home.

Workgroup Recommendation: Expand or adjust post facility hours to better accommodate needs of customers. Publicize the changes.

Issue 0834: Re-Open DFAC 4

Scope: We are frequently late for formations or vital training due to the long lines at the dining facilities. There is insufficient time to eat our meal. DFAC 4 closed for renovations over a year ago. It appears that the work has been completed.

Workgroup Recommendation: Publish a timeline for DFAC 4 re-opening.

Issue 0835: POVs for AIT Soldiers

Scope: Soldiers are unable to visit spouses, children, and other loved ones on long weekends. Being in this training environment immediately after nine weeks of lock down often times creates stress and depression from not seeing family.

Workgroup Recommendation: Trainees are restricted from having POVs until 12 weeks into AIT (Phase 5). Long weekends, drinking and driving, not a good combo.

Issue 0836: Designated Smoking Areas

Scope: Add smoking areas outside of each DFACs, shoppettes, and local shops. All of these smoke pits should be available to all AIT Soldiers and have trash cans for trash.

Workgroup Recommendation: There should be no additional designated smoking areas. Service Members are in training and should receive classes on how to quit smoking.

Issue 0837: Length of Wait Time at JAG

Scope: Waited 40 minutes for paper to be notarized while woman spoke with Soldier in depth about divorce, etc. He should have been referred to someone in the back.

Workgroup Recommendation: There should always be two people working in the reception area to serve incoming personnel. Notary services should be separate from other services. A separate sign-in sheet should be implemented for notary and other SJA services.

Issue 0838: Fort Gordon Policy Letters

Scope: Too often Policy Letters are open to interpretation by the individual units. The letters are intended to promote unity but instead seem to segregate more than unite.

Workgroup Recommendation: Not enough information to develop issue. Recommend status as *Unattainable*.

Issue 0839: New Mattresses Needed in the Barracks

Scope: Used, stained, soiled mattresses continue to be recycled in the barracks. Health issues as a result of the mattresses could affect readiness.

Workgroup Recommendation: Provide new mattresses with covers. Establish replacement standards.

Issue 0840: Recycling Program

Scope: There is no place on post that will accept glass and plastic items for recycling.

Workgroup Recommendation: Expand the current program to include the collection of glass, plastic, and ink cartridges.

Issue 0841: Increase Recreation/Activities on Post

Scope: Not enough stuff to do on Fort Gordon which causes Soldiers to go off-post and get in trouble.

Workgroup Recommendation: Offer an on-post Hotline that details what events are being offered through MWR. For the Soldiers, post advertisements near visible locations, i.e. DFACS, PX, etc. Overall, make it widely known that activities are being offered and continue to communicate ways on making these events more affordable. Communication between MWR and unit liaisons could be beneficial.

Issue 0842: Barrier Behind Housing Units

Scope: There are housing units that extend past the gate at Gate 5. This gate goes out Tobacco Road and intersects with Deans Bridges Road/Highway 1. My little one was playing and tripped. She rolled down the hill and was barely able to stop before rolling into the street where the exit ramp from Highway 1 is for traffic coming on post.

Workgroup Recommendation: Require installation of perimeter fencing around housing areas for safety and security, with priority for Gordon Terrace.

Issue 0843: Fitness Trail

Scope: The fitness trail behind the Bowling Center has the capability of being a world class exercise venue. However, due to fallen trees, overgrown brush, etc. it is drastically reduced in its effectiveness.

Workgroup Recommendation: The installation needs to identify who owns or is responsible for the grass and tree maintenance and have them cut and trim.

Issue 0844: Enlisted BAH

Scope: Enlisted Army members on fort Gordon are not eligible to receive BAH until they reach the grade of E6. Other services here are authorized the allowance at E4. I believe that this policy should be consistent between all the services and the Army should authorize BAH for E4 and above. Soldiers resent seeing Sailors and Airmen at lower

ranks receiving greater benefits. It would do wonders for morale and improve work performance.

Workgroup Recommendation: No action required. There is already an allowance in place at the commander's discretion.

Issue 0845: Signal Newspaper Size

Scope: It feels too big, too unwieldy, too old-fashioned. I think if you got all the editors to speak honestly, they would say that the Signal has had its day.

Workgroup Recommendation: Workgroup chose not to develop or prioritize this issue.

Issue 0846: Handicap Accessibility

Scope: As a parent of a disabled child, I've taken it upon myself to take a look around Fort Gordon to see how handicap accessible it is. My conclusion is that this installation is not anywhere near as handicap accessible as it should be. I think that if this installation intends to take on EFMP Families, it has to do a much better job of ensuring that handicap Family Members can get around safely.

The sidewalks all over the place are either so overgrown that a wheelchair can't use them, have sections that have been pushed up by tree roots or something, and the curbs don't have ramps for a wheelchair to get safely from one sidewalk to the next. The lack of proper handicap parking spaces at DDEAMC need to be addressed as well. They need far more spaces that can fit a van equipped with a wheelchair lift. Most of the time I have to take up two handicap spots, or park in two normal spots, and hope somebody doesn't try to squeeze in next to my van. These two issues are only part of the lack of accessibility that seems to plague this installation as a whole.

Workgroup Recommendation: Expand size of handicap parking spaces; develop regular maintenance plan for existing sidewalks.

Issue 0847: Medical Records Clerk at Connelly Clinic

Scope: All in-processing is done at Connelly Clinic. Not enough paid, properly trained staff to keep up with the workload. Current staff working and being paid overtime to try and keep up.

Workgroup Recommendation: This is a staffing issue. The entire installation is processed through Connelly Clinic. This puts a strain on the clerks and increases wait time for military assigned to clinic for routine and day to day care.

Issue 0848: Dental Care

Scope: My five year old son has a cavity which needs to be fixed. For one tooth it is going to cost my family over \$200.00 as he will require anesthesia. We can not afford a payment like that so having his cavity fixed has been pushed off until we can get the money to do it.

Workgroup Recommendation: Government re-negotiates the contract with United Concordia even if it means introducing different kinds of coverage options. In the interim, TRICARE should provide easy to understand, quick reference cards outlining “out of pocket” expenses to ensure Families and contracted providers understand options completely.

Research: This issue has already been addressed and resolved at DA. Entered into the AFAP Process in 1998, the GOSC took final action on this issue and determined it to be *Completed* in 2000. A benefit package that expands coverage for general anesthesia and raises the lifetime maximum orthodontic benefit from \$1200 to \$1500 was implemented in February 2001.

Issue 0849: Follow-Up Appointments

Scope: For the most part I have no problem with the way the school screenings are conducted, this year my youngest had to get his done and we got through fairly quickly because we had our shots taken care of ahead of time. The issue I have is that he failed his hearing and we were told to call back and make an appointment. When we have to call back and make an appointment-we forget sometimes.

Workgroup Recommendation: We did not think that this was an issue since the current process works well. Making follow on appointments during the school screening would lengthen the process for everybody waiting in line.

Issue 0850: Non-Functioning Water Fountains Pose Risk

Scope: There are at least two water fountains that do not work and pose a potential medical and safety hazard. The first is the water fountain at the 1/3 mile track on Chamberlain Avenue. This track is a popular one that members of the community use given its proximity to a parking area, soft surface that does not damage one’s joints, and grassy area to perform calisthenics. It is also one of the CG designated locations for the APFT. There is no water source for individuals using the track which may result in severe cases of dehydration, particularly in the warmer months, and no close water source during non-duty hours when Darling Hall is closed.

The same safety hazard rings true for the lack of a functioning water fountain at the Maglin Terrace playground and tennis court. The playground and tennis court are used not only by local residents but by individuals not living in that housing area. As such, those individuals who are not Maglin Terrace residents do not have close access to water during the warm months and may risk dehydration.

Workgroup Recommendation: This issue could be handled with an ICE complaint on the Fort Gordon website.

Issue 0851: Lights on Barton Field

Scope: Those with tight schedules who cannot work out during the day would benefit if there were lights on the field.

Workgroup Recommendation: Increase the frequency and extent of military police patrols on Barton Field. Repair and maintain existing lighting to include grooming of the trees around pre-existing lights. Install numbered call boxes around the perimeter of Barton Field and incorporate use of motion detectors or solar light panels to reduce operational costs.

Issue 0852: Social Security Numbers on ID Cards

Scope: I am concerned that both the spouse's and the sponsor's Social Security Numbers and full names appear on our dependent military ID cards. In this day and age where ID theft is very prominent, our ID cards continue to carry this very detailed information. If an ID card is lost or stolen, which does happen no matter how careful we are, we're providing the thief/finder with the exact information we ordinarily guard so carefully.

Workgroup Recommendation: Remove Social Security Numbers from all ID cards unless otherwise requested. Use bar codes already on cards for PX/Commissary check-cashing privileges. Announce that Family Members already have the option of removing their Social Security Numbers. As alternatives: include only the last four digits of the SSN; offer ID theft protection; use random numbers such as colleges use; require that clerks ask about removing or including SSN for Family Members when obtaining new or replacement ID cards.

Issue 0853: Stork Parking at DDEAMC

Scope: There is a need for additional Stork Parking at DDEAMC. I just had my first child and all of my care was provided at DDEAMC. It was extremely frustrating to have to park at the very back of the parking lot then walk up hill to the hospital. There should be more parking for pregnant patients and parents with very young patients with them.

Workgroup Recommendation: Stork parking spaces should be determined by percentage of population affected. Conduct a needs assessment of current population.

Issue 0854: BAH Re-Certification

Scope: Swapping of dependents for dual military every time we PCS or deploy. The senior ranking claims ownership but the other parent has zero listed for dependents in their records. Must re-do all documents when we transition to ensure dependents maintain benefits.

Workgroup Recommendation: This issue meets the criteria for forwarding to SERO for inclusion in the TRADOC conference; it has merit and Army-wide impact.

Issue 0855: Child Abuse Advocates

Scope: Child Abuse/Neglect victims are not properly represented here on Fort Gordon nor Army-wide. There are advocates for Sexual Assault/Domestic Violence but there are no specially trained advocates for children here on Fort Gordon or to my knowledge, Army-wide.

Workgroup Recommendation: Incorporate child abuse awareness training into unit annual requirements; invite Family Members to attend. Implement training into the FRG program and build information link onto FRG homepage. Authorize hire of dedicated civilian child abuse advocate.

Issue 0856: Flights Home for Service Members

Scope: Service Members have to pay for flights home. I believe that this is not right. The Army paid to fly us out here so the Army should fly us back.

Workgroup Recommendation: Determined not to have enough information to develop this issue. Recommend status as *Unattainable*.